Adult Mental Health Community Support and Residential Services Enrollment

Enterprise Information System (EIS) eNET-ME Instructions

STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF ADULT MENTAL HEALTH SERVICES

JANUARY 09, 2006

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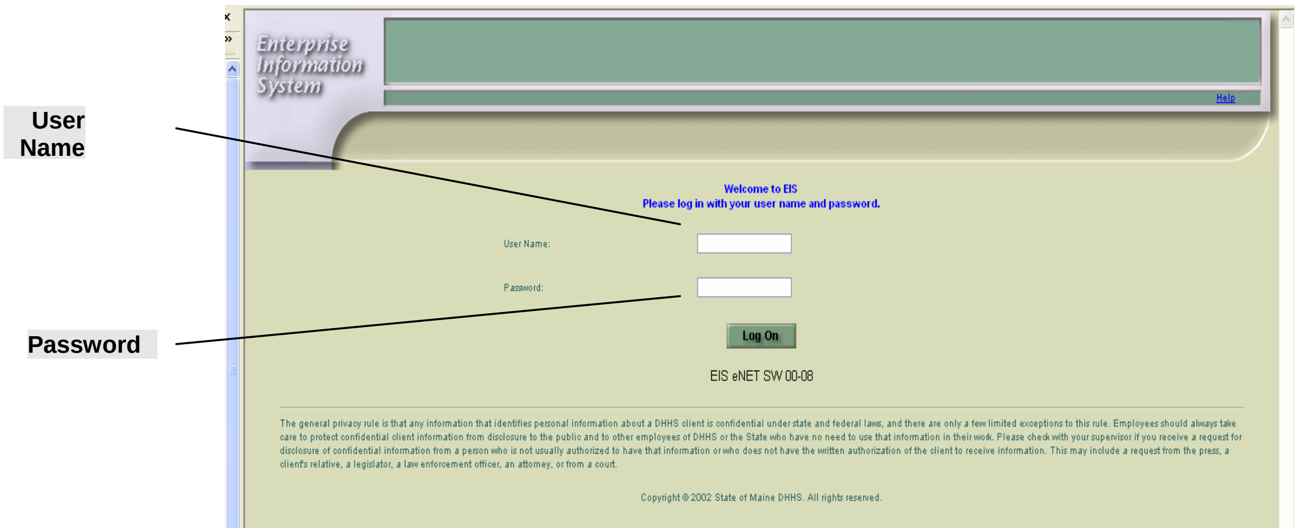
Enterprise Information System (EIS) eNET-ME Instructions

Getting Started

- **Step 1:** Connected to the Internet.
- **Step 2:** Go to http://www.maine.gov/dhhs/bds/
- **Step 3:** Click on the ***EIS eNET-ME*** link.

Logging on to the External *EIS eNET-ME*

- **Step 1:** Type your User Name and Password in the appropriate boxes.



Password Guidelines & Requirements

1. Your password will expire 90 days from the date you create it.
2. You will start being alerted 7 days before the expiration of your password.
3. You will not be able to use your last three passwords when you change to a new password.
4. The following rules must be used when deciding on your password.

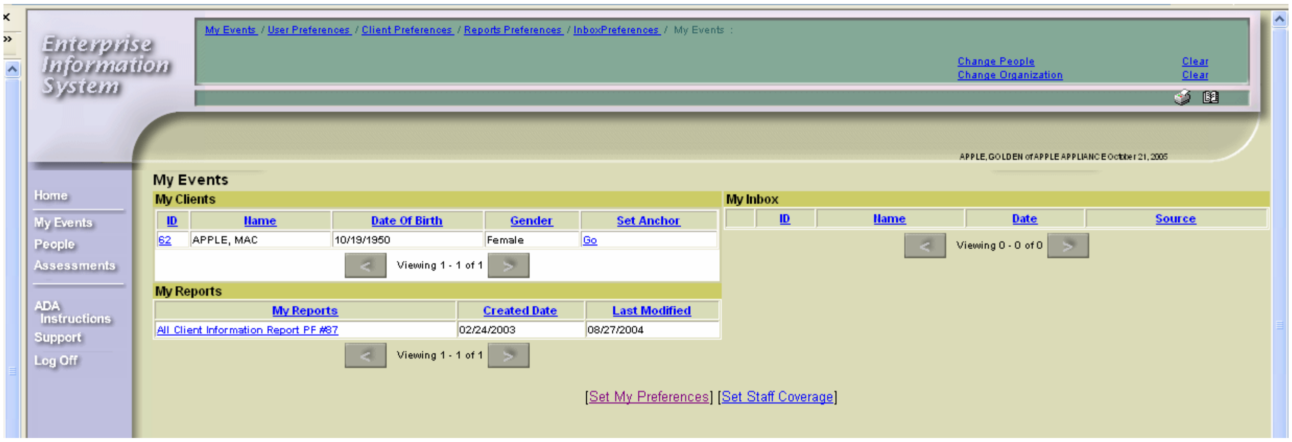
   - Password length must be at least 8 characters. It must be a combination of alphabetic, numeric, and special characters: Passwords must contain a mix of upper and lower case characters and have at least 2 numeric characters. The numeric characters must not be at the beginning or the end of the password. Special characters should be included in the password. ***Only the following special characters are acceptable for use:*** **! @ # $ % ^ & * () _ + = ? ;:, <>**

     Correct Example: ***canTsee22%me**
     Wrong Example: 22*nocaps>

   - *Your* password should not include your first name, last name, middle name, or user id.
   - Your password should not include the word "password ."

5. Your Password will be encrypted and ***will not be available to anyone but you*.**
6. Your agency's *EIS ENET-ME* Security/Access IT administrator can reset your password if you forget it or have other problems with it. If your agency does not have this position, you may e-mail DHHS.Techsupport@maine.gov for assistance.
7. The password given to you by the designated IT Administrator will be a temporary password.
8. You will have to change this temporary password to one of your choice upon your next login.

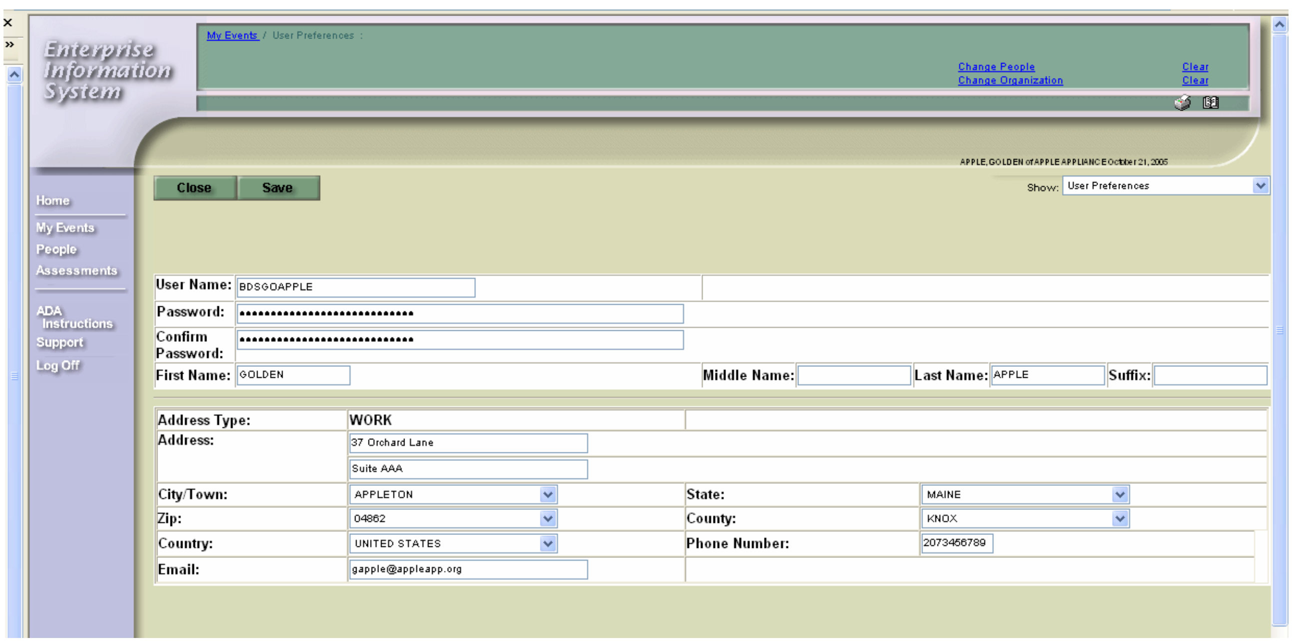
Step 2: Click on the ***Log On*** button. This will take you to your ***My Events*** page.



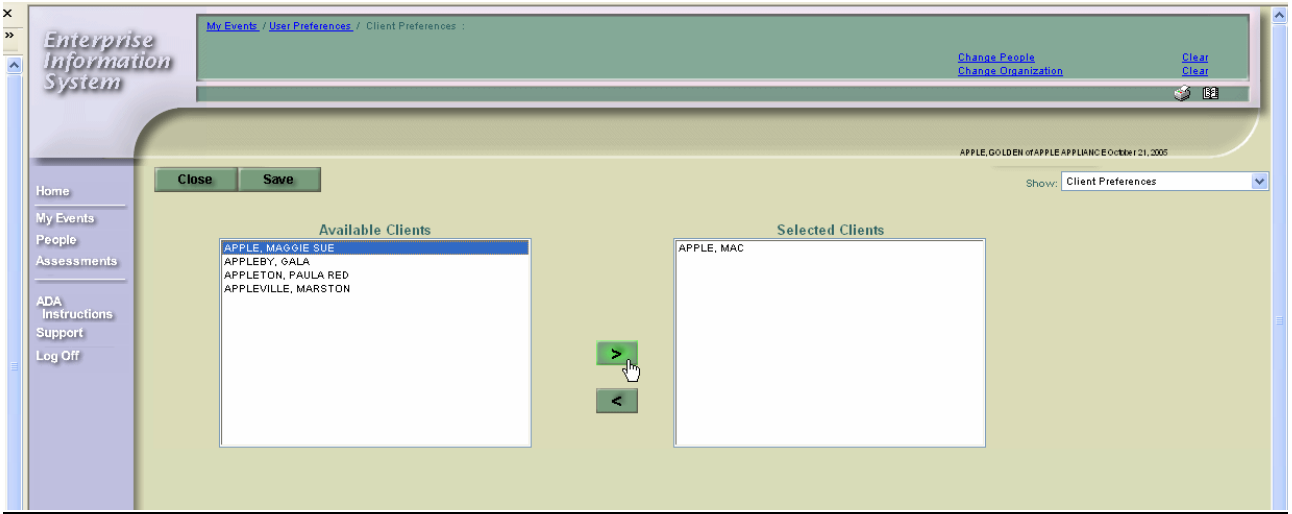
Using the *My Events* Page

You can select and set your own preferences for what appears on your ***My Events*** page by clicking on ***Set My Preferences***. This brings up the ***User Preferences*** screen. You can go to any preference area by going to the ***Show*** menu in the upper right hand corner of the screen and highlighting/selecting the preference area you want to address:

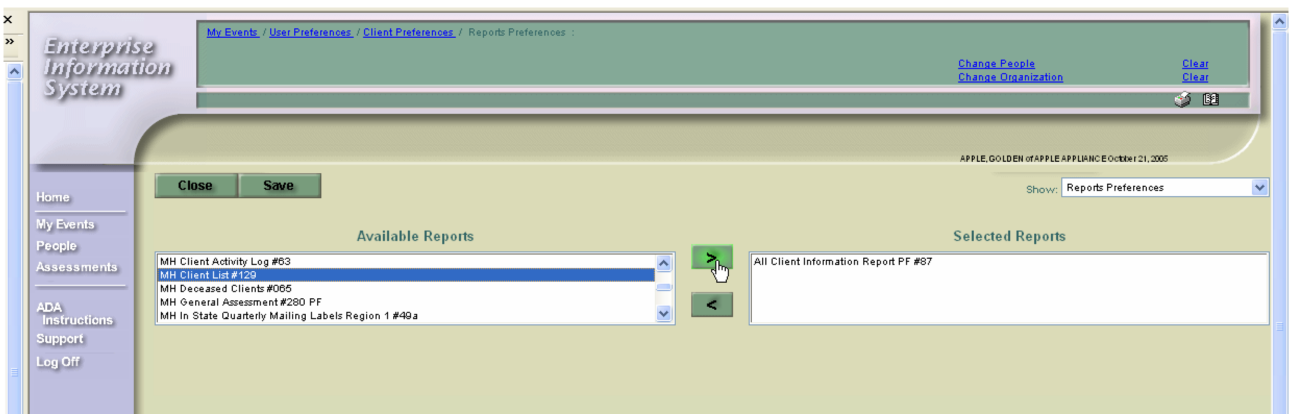
<u>A. User Preferences</u> -- You can reset your password as needed on this screen. You should also enter and keep your work address, phone, and e-mail information current. Always be sure to **Save**.



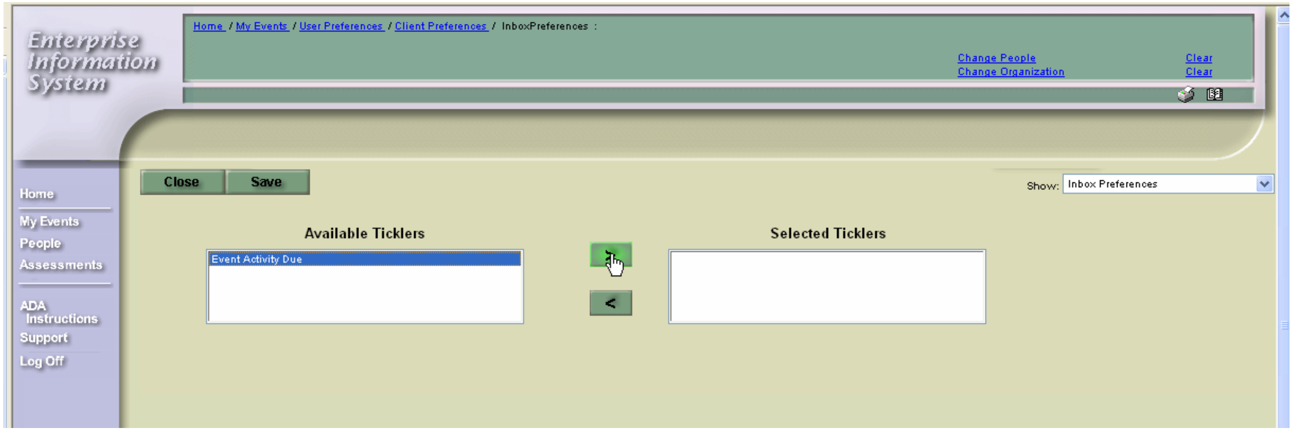
B. Client Preferences – When service recipients have been added to the system, you can select those that you work with most frequently or, as appropriate, are on your caseload so that they will appear on this first page. You can add (or remove) clients as needed or wanted by highlighting the client name and clicking the appropriate directional arrow. Be sure to ***Save***. The selected individuals will then appear on your ***My Events*** Page. You will be able to access the individual records directly from the ***My Events*** page by clicking on their ID in the listing.



C. Reports Preferences –Select the reports that you want to see most often by highlighting the desired report from those that are available on the left-hand side and clicking on the appropriate directional arrow button. The reverse procedure will remove a report that you no longer want to have listed on your ***My Events*** page. Be sure to ***Save***.



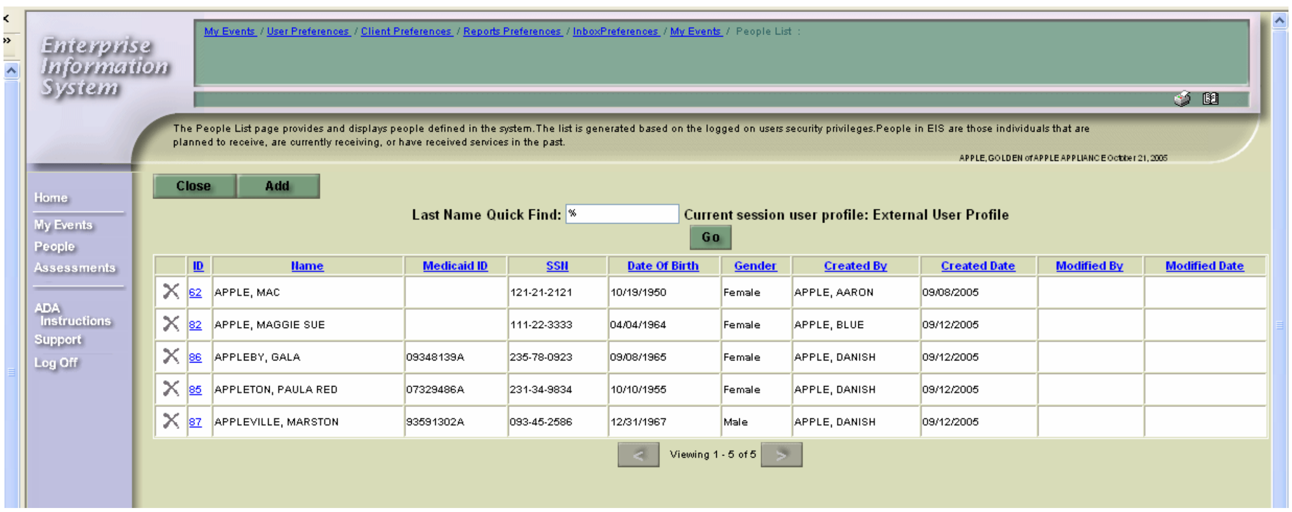
D. Inbox Preferences – The ***Inbox*** provides a place for you to receive system ***Ticklers***, if any, relevant to your work.



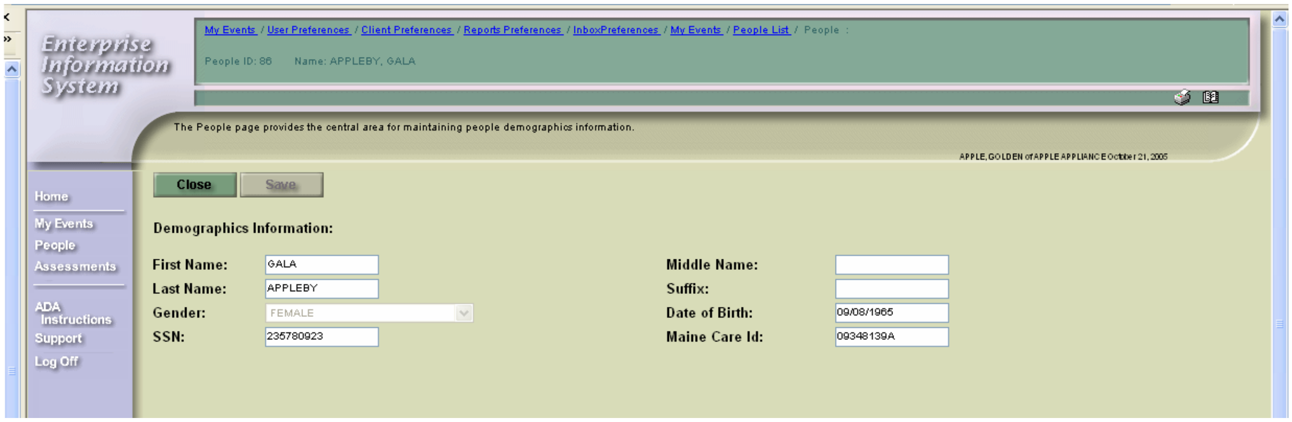
Accessing/Adding Clients

Accessing Existing Service Recipients in the EIS eNET-ME

➢ **Step 1:** Click on ***PEOPLE*** in the EIS eNET-ME menu on the left side of the page. This will take you to the ***People List*** page.



- **Step 2:** Click on the client ID of your choice to display demographics.



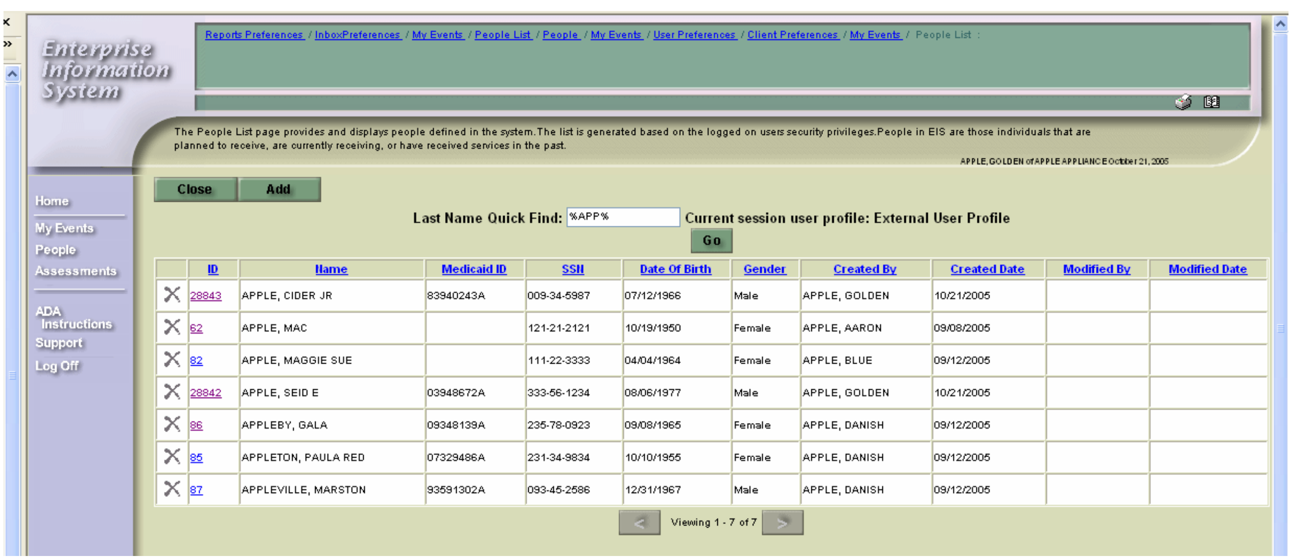
- **Step 3:** If you wish, you can now click on the ***Assessment*** component in the ***Menu*** on the left. This will take you to the Assessment List page for the client where you can see if any enrollment forms have already been done for the client or add a new one for the client.

Using *Quick Find*

If there is a long list of clients on the People List pages, you can use the *Last Name Quick Find* to find the person whose record you want to access. Quick Find uses the % character as a wild card. Below are examples of what to type to get the results you want.

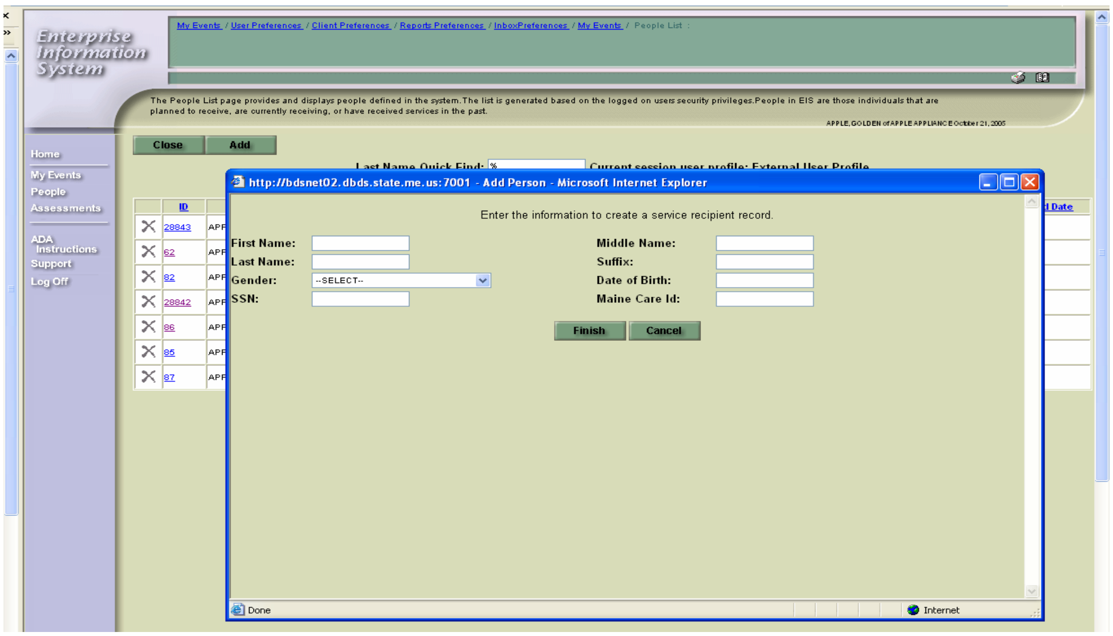
When the last name you are looking for

- contains the letters *APP* anywhere in the last name: %APP%.
- is *APPLE*: APPLE
- ends in APP: %APP
- starts with APP: APP%



Adding Service Recipients to the EIS eNET-ME

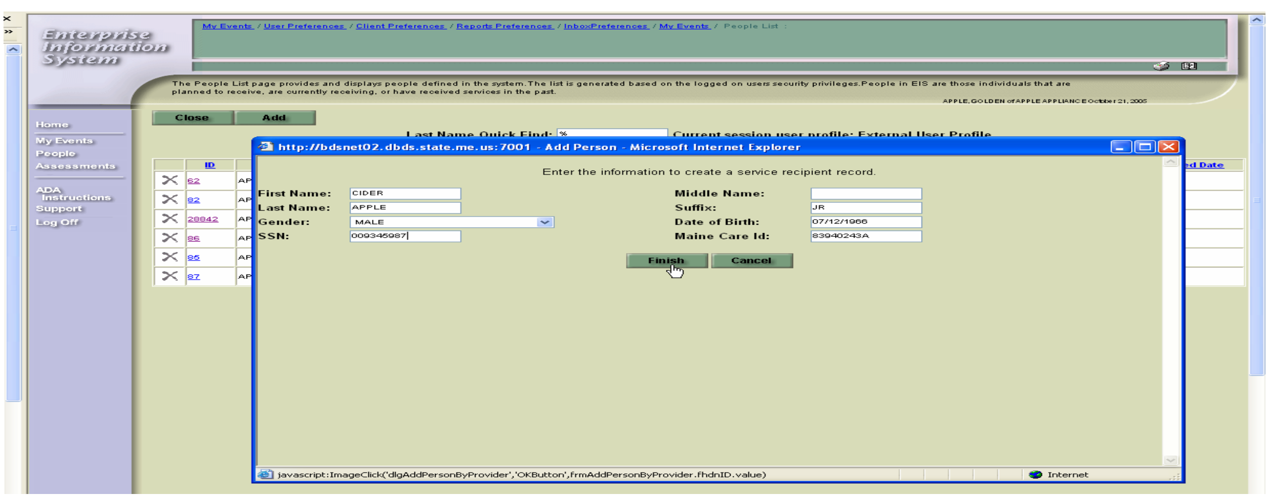
- **Step 1:** If a client <u>does not already exist</u> in the EIS e-NET-ME for your agency, you can add the client by clicking the ***ADD*** button in the upper left of the ***People List*** page. This will take you to the *Add Person* screen.



- **Step 2:** Fill in <u>all</u> the basic demographic information

- **Step 3:** Once you've completely filled in the information, <u>double-check to make **absolutely** sure that the spellings and all the information are correct</u>.

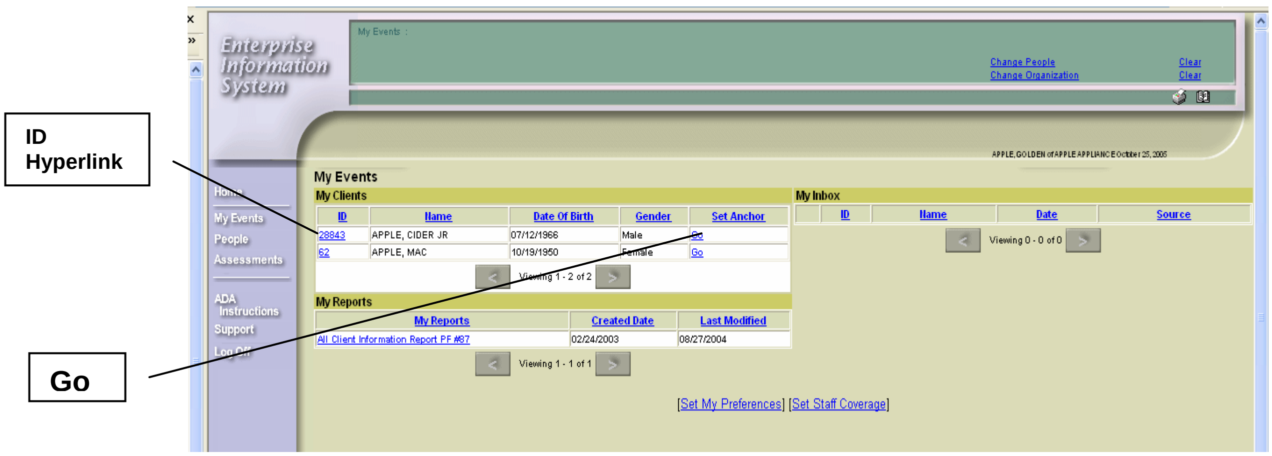
- **Step 4:** After you have confirmed the accuracy of the data, click on the ***FINISH*** button. This will add the person to your agency's list of clients. The person will now appear on the *People List* page for you and your organization.



Completing the Enrollment Information Form for a Person

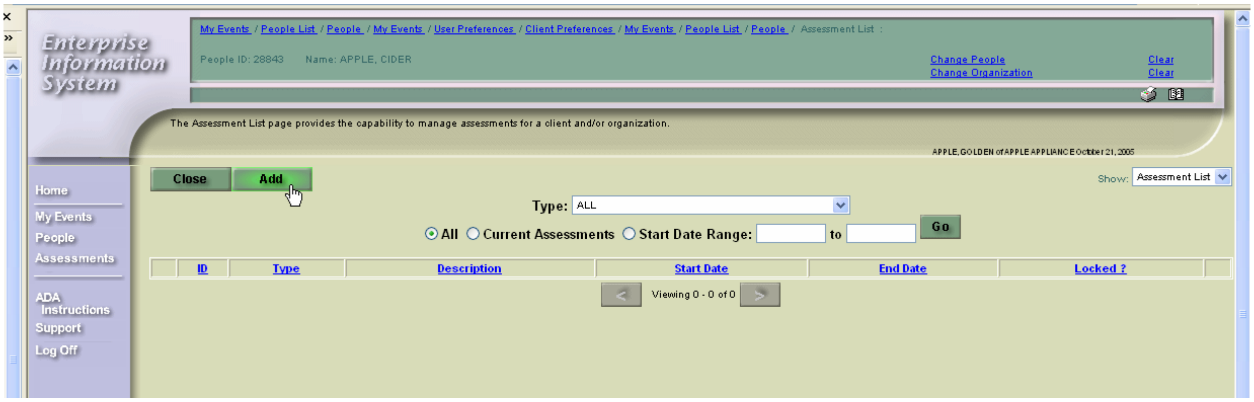
Anchoring on the Person & Completing the Form

- **Step 1:** Open the person's record by clicking on the underlined ***ID*** hyperlink for that person on either the ***People List*** page or your ***My Events*** page.



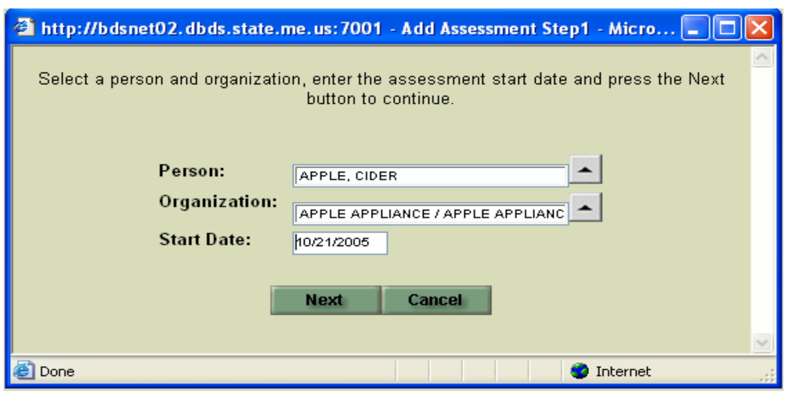
- **Step 2:** Click on ***Assessments*** in the ***EIS Menu*** on the left

➢ **Step 3:** To conduct/add an AMHS Enrollment Form for the client, click on the ***ADD*** button.



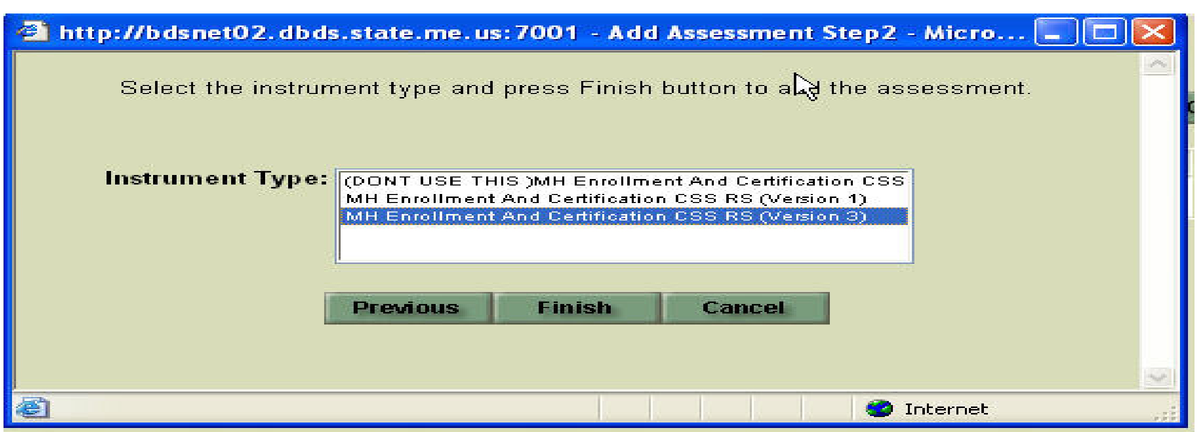
➢ **Step 4:** Check the information in the dialog box to make sure you have the correct client and your correct organization information.

- Edit the information if necessary.
- Click ***NEXT.***

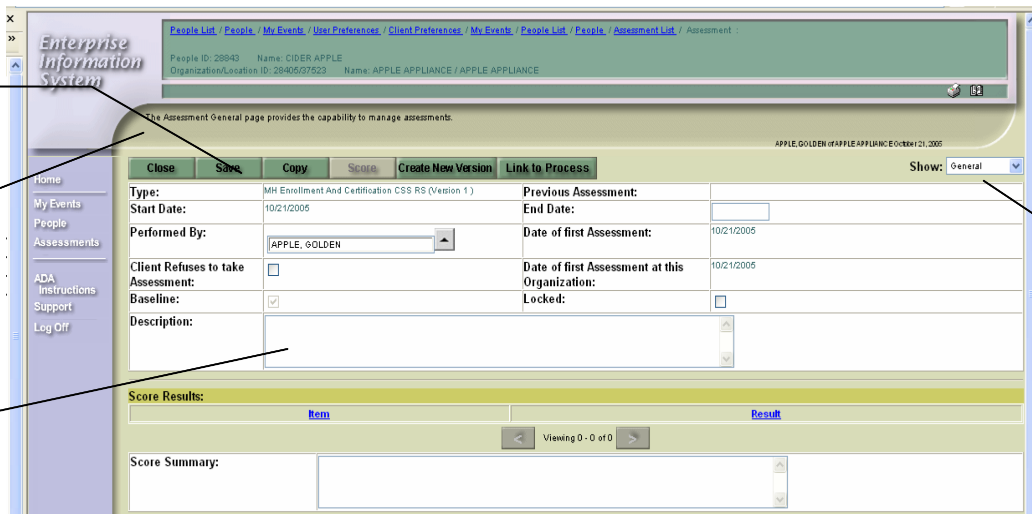


➢ **Step 5:** On the *Add Assessment Step 2* Page:

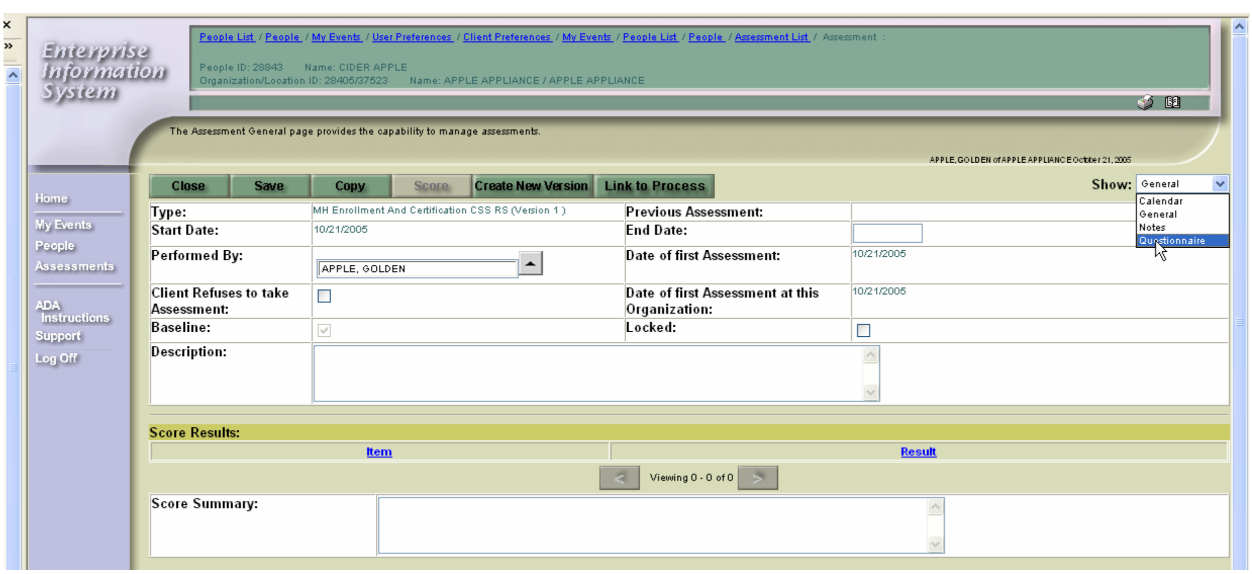
- Select instrument you want to use.
- Click on ***FINISH.***



- **Step 6:** On the *General Page*
  - Select a person in the ***PERFORMED BY*** field. This is the person who completed/conducted the form/assessment.
  - Enter the ***START DATE*** for the Form/Assessment. This is usually the date the form/assessment was completed/conducted.
  - Type a description for the form/assessment in ***DESCRIPTION***. (Client full names should not be used in descriptions for the form/assessment. The first name or initials can be used if necessary.
  - Click the ***SAVE*** button.



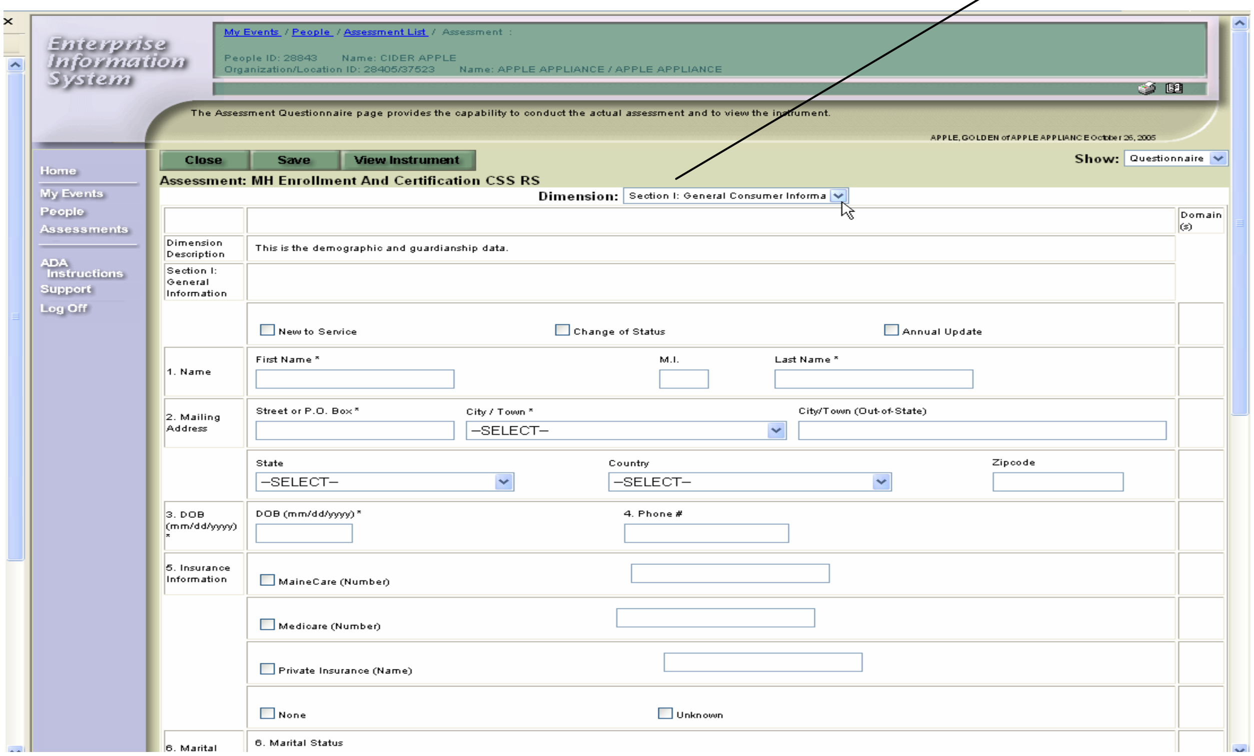
- **Step 7:** Select and click on ***QUESTIONNAIRE*** in the ***SHOW*** menu on the General Page.



- **Step 8: Section I General Information --** This takes you to the first section (dimension) of the form in the ***Questionnaire*** which contains the general information about the client, including demographics. The ***Dimension*** drop-down field is how you can go to/switch between the different sections/pages of the enrollment form.

  - Complete all the fields in Section I as defined below.
  - Click ***Save***.

DimensionDropdown



- **Step 9: Section II Diagnostic Information --** The second section (dimension) of the form in the *Questionnaire* contains the multi-axial diagnostic information for the client.

  - Highlight and click on ***Section II*** in the ***Dimension*** field.
  - Complete all the fields in Section II.
  - Click ***Save***.

- **Step 10: Section III Certification and Specific Eligibility Requirements for CSS --** The third section (dimension) of the form in the ***Questionnaire*** contains the certification for the client.

  - Select and click on *Section III* in the ***Dimension*** field.
  - Complete all the fields in Section III.
  - Click ***Save***.

Note: *Please read the DHHS Mental Health Enrollment Form Instructions before completing steps 11-13 (Sections IV-VI to ensure your data is entered accurately)*

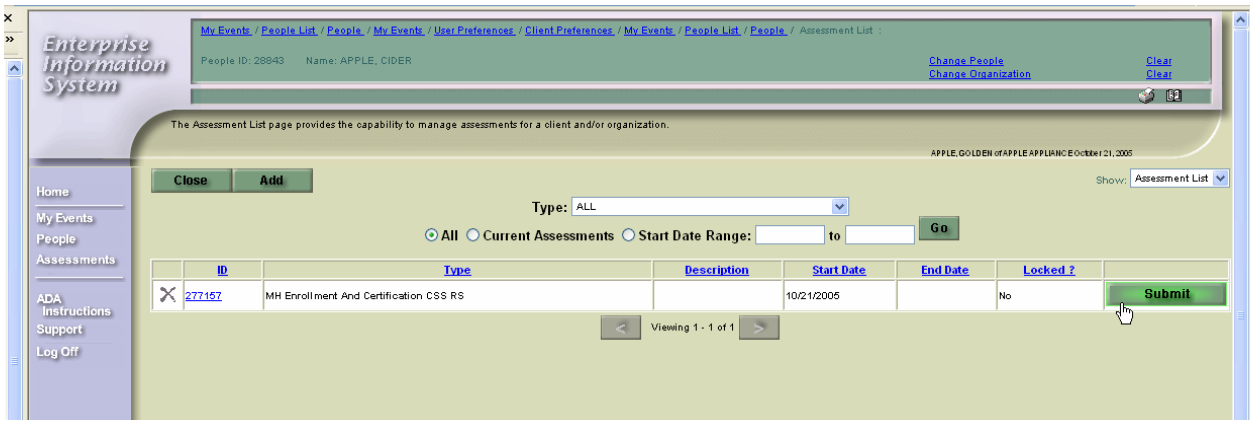
- **Step 11: Section IV Service Information (Current Consumers) --** The fourth section (dimension) of the form in the ***Questionnaire*** contains the Community Support and PNMI Residential service information for Current Clients*. (Clients already receiving services)*
  - Select and click on ***Section IV*** in the ***Dimension*** field.
  - Complete all the fields in Section IV.
  - Click ***Save****.*
- **Step 12: Section V Service Information (New Consumers) --** The fifth section (dimension) of the form in the ***Questionnaire*** contains the Community Support and PNMI Residential service information for new clients*. (Clients new to services)*
  - Select and click on *Section V* in the ***Dimension*** field.
  - Complete all the fields in Section V.
  - Click ***Save****.*
- **Step 13: Section VI Change of Status --** The sixth section (dimension) of the form in the ***Questionnaire*** contains changes in service status for clients*.*
  - Select and click on ***Section VI*** in the ***Dimension*** field.
  - Complete all the fields in Section VI.
  - Click ***Save****.*
- **Step 14: Section VII Agency Information --** The seventh section (dimension) of the form in the ***Questionnaire*** contains information about the person and agency submitting the enrollment information.
  - Select and click on ***Section VII*** in the ***Dimension*** field.
  - Complete all the fields in Section VII.
  - Click ***Save****.*

Submitting the Enrollment Information Form

After you have completed the enrollment form and thoroughly double-checked to make sure that the information in it is accurate:

➢ **Step 1:** Return to the client's ***Assessment List*** page by one of the following --
  - clicking on ***Assessment List*** in the pathway in the header,
  - clicking on ***Assessment*** in the Menu on the left, or
  - clicking on the ***Close*** button in the upper left of the screen.

➢ **Step 2:** Click on the ***Submit*** button for the specific assessment you wish to officially submit to Adult Mental Health Services, Maine Department of Health and Human Services.



Printing the Enrollment Form

➢ **Step 1:** Click on the ***General*** page in the ***Show*** menu in the upper right-hand corner of the screen.

➢ **Step 2:** Click on the ***Printer*** icon on the right side of the System Alert/Message area.

➢ **Step 3:** Click on the Format you want the form printed in. The PDF (Acrobat) is the default setting because it is easier to use and view.

➢ **Step 4:** Click the ***OK*** button.

➢ **Step 5:** Click on the ***Printer*** icon in the upper left of the print window.

➢ **Step 6:** Click on the ***OK*** button. The form will then print. (*Before you click on the **OK** button, if you wish, you can set any specific formatting or other printing directions you want.*)

Creating a New Version of the Enrollment Form

You can create a new version of the prior form and its data, when you need to submit, for example, a *Change of Status* form to a baseline *Enrollment Form* you have already submitted. This can only be done if you are the one who completed that originating/baseline form. Re-versioning of the baseline form is generally used when the answers have changed comparatively little. This allows you to save time and effort in re-entering data that has not changed. It also automatically puts an end date on the originating/prior form. This *End Date* will be one day before the *Start Date* of the new form.

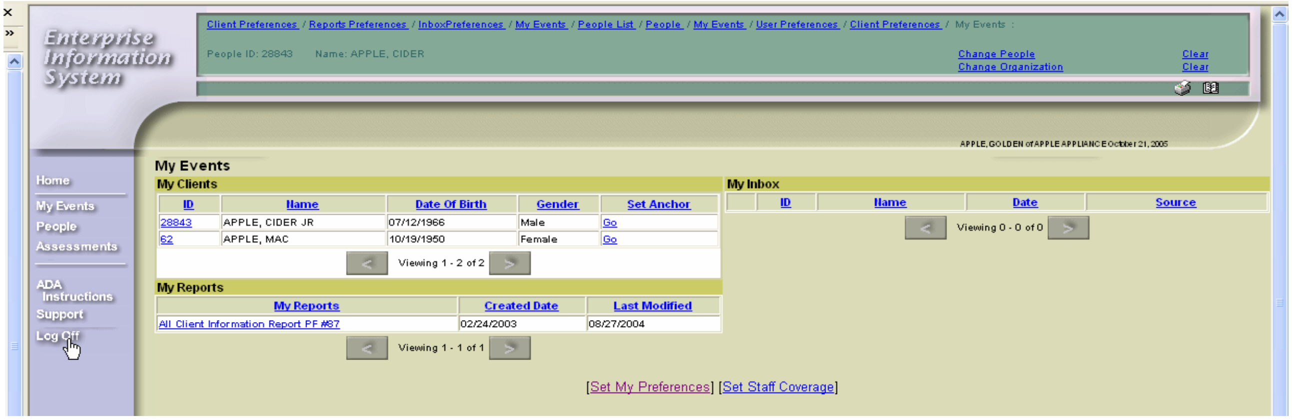
- **Step 1:** Go to the ***General Page*** of the enrollment form you want to version.
- **Step 2:** Click the ***CREATE NEW VERSION*** button.
- **Step 3:** Type in the ***START DATE.***
- **Step 4:** Click ***OK***.
- **Step 5:** If you need to change the ***PERFORMED BY*** field, click the ***SELECT NEW*** button and select/highlight the correct staff person. Click ***OK***.
- **Step 6:** In ***DESCRIPTION***, type in information regarding the new version. For example, "*This is a Change of Status submission which also includes a change of mailing address*."
- **Step 7:** Click the ***SAVE*** button.

Copying an Enrollment Form

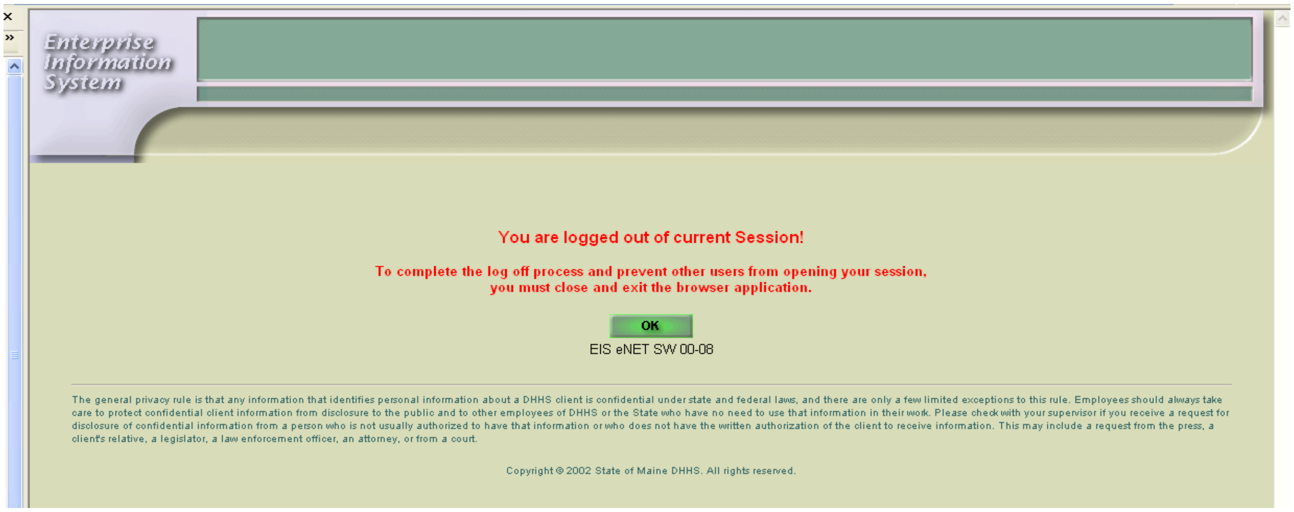
You can also make a copy of an enrollment form & its data by clicking on the ***COPY*** button. This will also bring forward all the data from the originating form, and you can make any changes you wish to the data in the new form. The difference is that using the ***COPY*** function simply makes a copy -- it does not automatically put an end date on the originating form.

Logging off the EIS eNET-ME

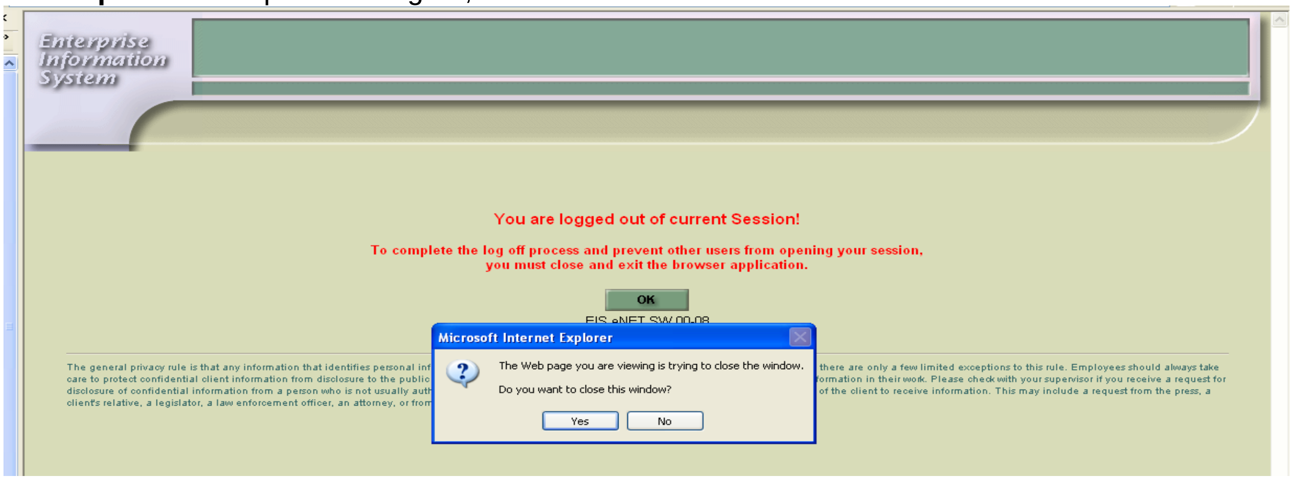
- **Step 1:** From any screen in the EIS eNET-ME, click the ***Log Off*** button at the bottom of the Menu on the left-hand side of the page. (***Do not*** *click on the* ***X*** *button in the upper right-hand corner of your screen !)*



- **Step 2:** To continue the log off, click the ***OK*** button.



- **Step 3:** To complete the log off, click the ***YES*** button on the next screen.



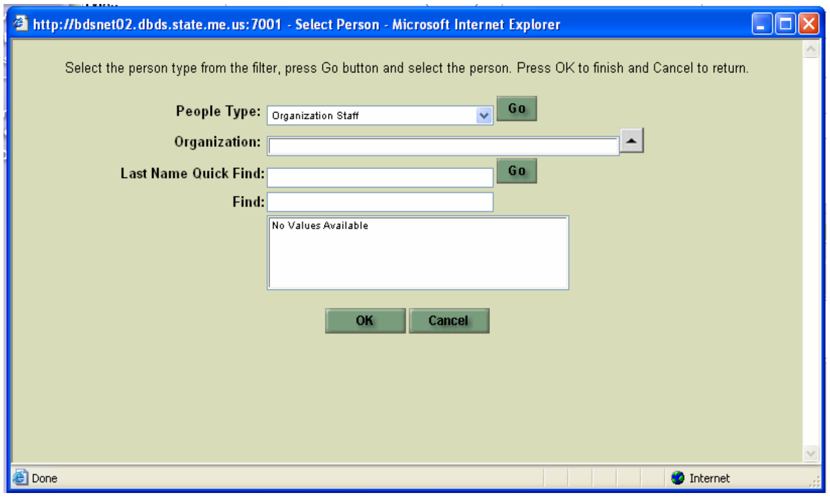
APPENDIX A

Selecting a *Performed By* Staff Person

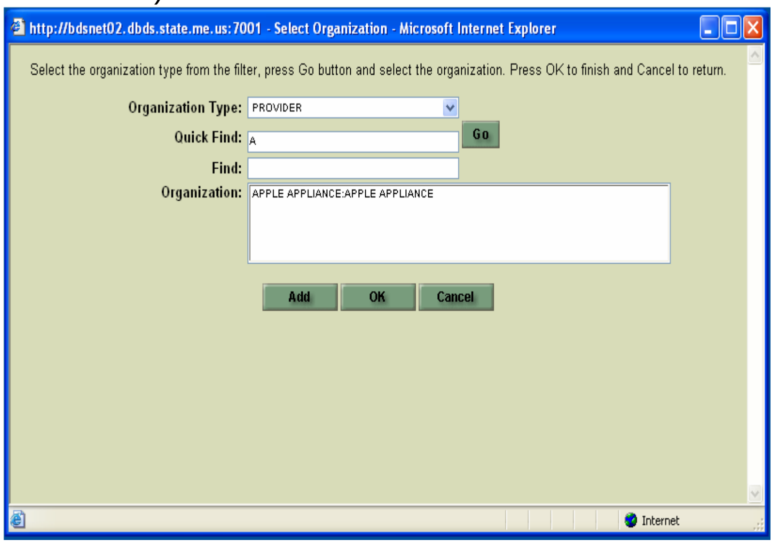
Selecting a Staff Person for the *Performed By* Field

On the *General Page*, select a person in the ***PERFORMED BY*** field. This is the person who completed/conducted the form/assessment.

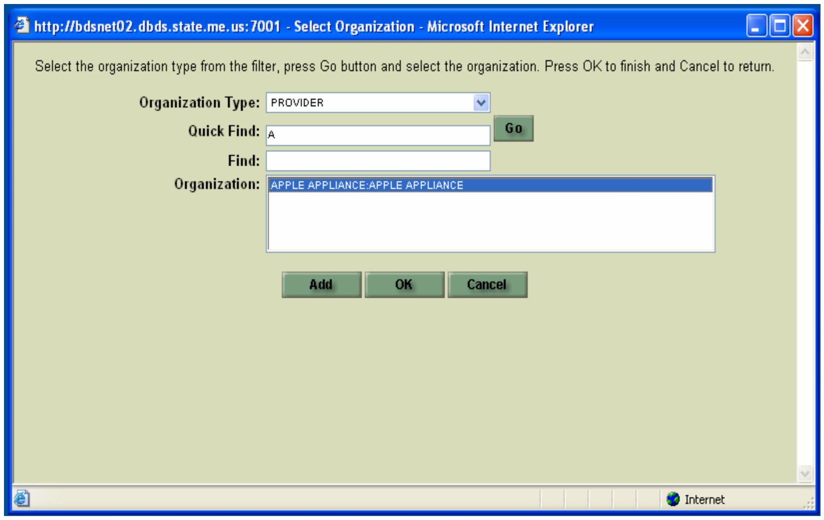
- **Step 1:** Click on the arrow to the right of the ***PERFORMED BY*** field.
- **Step 2:** This takes you to the Organization Staff & Organization identification screen. Click on the arrow by the Organization field.



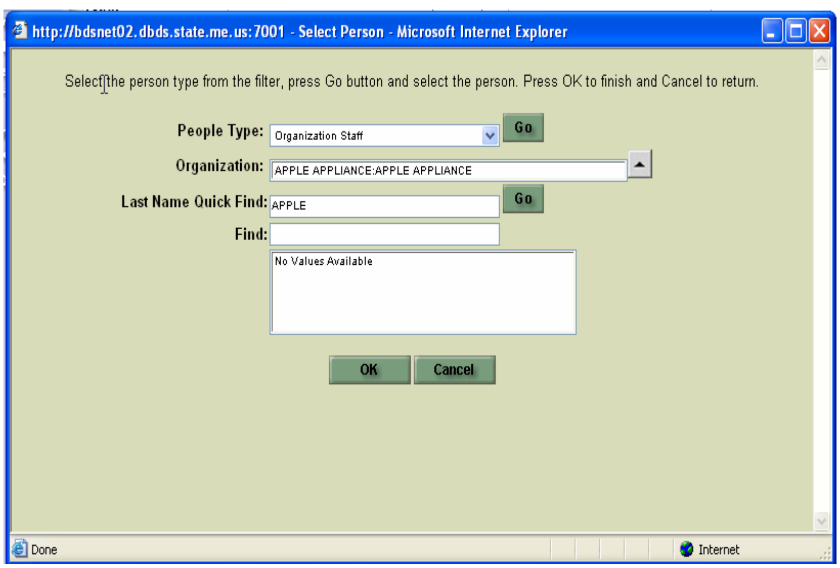
- **Step 3:** You are now on the Organization selection screen. Type in your agency's name in the ***Quick Find*** and click on the ***GO*** button. *Quick Find* here uses the same search rules as elsewhere in the application. (However, because you currently have access only to your own agency, you can just simply type in the first letter of your agency's name, and only your agency will be returned as a choice.)



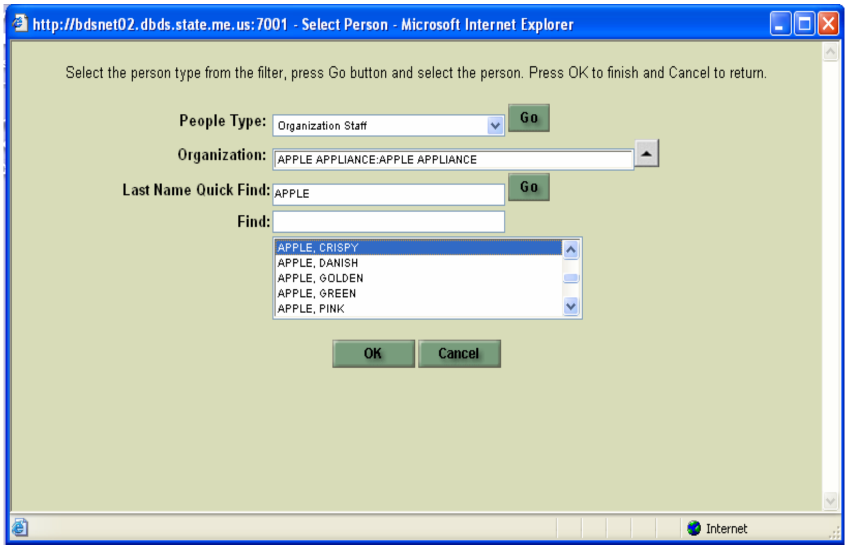
- **Step 4:** Highlight your agency's name and click on the ***OK*** button.



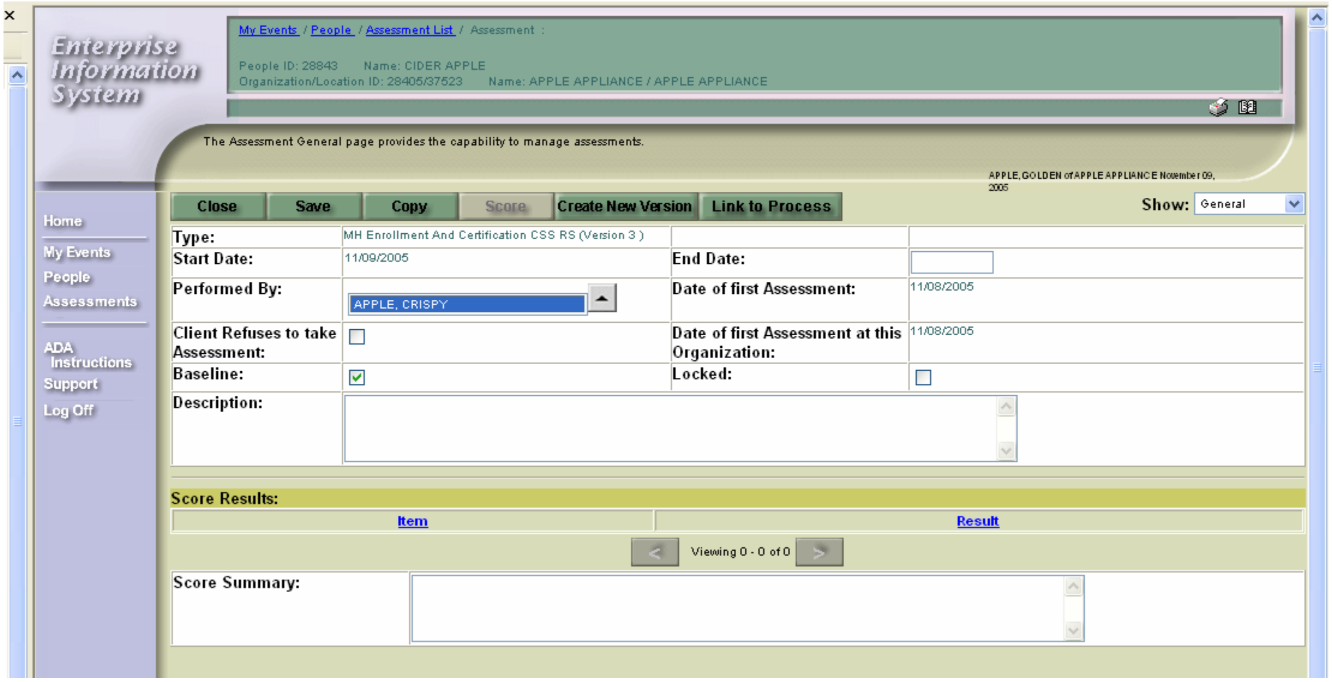
Step 5: This takes you back to the first Organization Staff screen. You will see that your selected Organization/agency is now showing. In ***Quick Find***, type in the last name of the staff person you are looking for in your agency (or any part of the last name, using the Quick Find rules, depending on the results you want).



Step 6: This brings up all the staff persons for the *Find* description you entered. Highlight the name of the staff person you want to have entered in the ***Performed By*** field and click on the ***OK*** button.



Step 7: You are now back on the General Page. Note that the staff person you selected is now in the ***Performed By*** field. You can now return to the regular instructions for entering the form information.



APPENDIX B

REQUEST FOR CHANGE TO SUBMITTED EIS eNET-ME DATA

Guidelines and Process for Requesting a Change in EIS eNET-ME Data

The process for requesting EIS eNET-ME data changes is as follows:

1. The change request must be made on the proper departmental request form.

2. It must be exact in detailing the precise data to be changed and in giving the reason(s) for the change.

3. The request form must carry the signatures of the eNET user requesting the change and the proper authorizing person, as identified by the agency.

4. The signatures must be dated.

5. The properly completed form should then be forwarded to the Office of Information Technology-EIS, #11 SHS, 47 Independence Drive, Greenlaw Bldg., Ground Floor, Room 4, Augusta, Maine 04333-0011.

6. The designated OIT staff person making the change must complete the following steps:

   a. Confirm the precise information to be changed and, if appropriate, the identity of the person or organization whose record is being amended. Since the request form -- by design -- carries only the eNET-ME system identification number, this verification is critical to assure the accuracy of the change. Data may not be changed without proper verification.
   b. Identify and assure that the change will not have an inappropriate and/or adverse impact on other eNET data prior to changing any data.
   c. Document his/her actions on the request form,
   d. Return a <u>copy</u> of the request form, with the disposition completed, to the person requesting the change, and
   e. Maintain the completed request/disposition form in an organized, central, and secure site within the office.

7. If the OIT staff person has any questions or concerns regarding the change, which remain unresolved after discussion with the person and/or supervisor requesting the change, these concerns should be addressed with the authorizing person and/or OIT-EIS Manager, as appropriate. These concerns and resolution must be documented and attached to the request/disposition form.

STATE OF MAINE
DEPARTMENT OF HEALTH AND HUMAN SERVICES

REQUEST FOR CHANGE TO SUBMITTED DATA IN EIS eNET-ME

Specific data to be changed:	**eNET People/Organization System ID:**
eNET Component:	
Page/Screen:	

Reason for change (detailed explanation is required)**:**

Requested by: eNET User Name (Print): ____________________

____________________ ____________________
eNET User Name (Signature) Date

Authorized by: Agency Authorizing Name & Title (Print): ____________________

____________________ ____________________
Authorizing Name (Signature) Date

Disposition: (DHHS only)

____________________ ____________________
OIT Staff Person (Signature) Date